



A Division of Keystone Real Estate Group, LP

How to Get Your Security Deposit Back Manual

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We strongly prefer the situation in which the entire security deposit is returned. It saves everyone time, hassles, and in the long run, money. Accordingly, this manual contains everything you need to do to your unit, so that it can be turned over to the next resident guest without doing additional work. Please keep in mind that we give you the option to be present during the inspection to see exactly what the inspector notes on the inspection form. We highly recommend that you take the opportunity to be present, so there are no questions after the inspection is completed. While you will not be able to remedy any issues found, you will be able to see what is marked on your inspection sheet. Once you have performed the following work satisfactorily, your deposit will be returned promptly.

KITCHEN:

CABINETS & DRAWERS: Cleaned inside and out.

COUNTERTOP & BACKSPLASH: Thoroughly cleaned.

REFRIGERATOR: *DO NOT UNPLUG OR TURN OFF THE REFRIGERATOR*

Must be defrosted, cleaned inside and outside, and turned back on the lowest setting. DO NOT USE A KNIFE TO SCRAPE THE ICE. If the knife should happen to slip and puncture the freezer, you will be charged with repairing the hole or replacing the refrigerator.

RANGE: Clean the top, back, front, oven, broiler, and underneath the top burners. (Instead of cleaning the drip pans it is usually cheaper to replace them).

RANGE HOOD: Clean underneath, the filter, light cover, and the top of the hood.

FLOOR: Must be scrubbed underneath range, refrigerator, and all open areas.

LIGHTS: Shades should be taken down and washed then re-hung

CERAMIC TILE: Must be cleaned and shining with no scum or grease left.

FIRE EXTINGUISHER: Must be wiped off.

WINDOW: Must be cleaned inside and outside (if you can reach or where applicable) with no streaks-the windowsill & tracks must also be cleaned along with window tracks free of debris.

BLINDS: Must be taken down and washed with soap and water and dried and re-hung. (Instead of cleaning the blinds, it may be cheaper to replace them).

DISHWASHER and MICROWAVE: Must be cleaned inside and outside, don't forget to wash the top of the door.

OUTLETS & SWITCHES: Must be wiped off.

BATHROOM:

CERAMIC TILE: Must be cleaned and shining with no soap scum left.

BATHTUB ENCLOSURES: Must be cleaned with no powder residue left.

BATHTUBS: Cleaned inside and outside with no powder residue or hair left behind.

TOILETS: Cleaned inside and outside and especially around the base at the floor.

MEDICINE CABINET: Clean inside and outside; clean mirror.

SINKS: Must be cleaned with no powder residue or hair left behind.

VANITY: Must be emptied and wiped out and the outside and top wiped off.

FLOOR: Must be scrubbed.

LIGHTS: Must have the proper bulbs that are working & cleaned. All bulbs must be the same style which means vanity specific bulbs which are typically 40-watt bulbs.

SOAP DISH AND TOOTHBRUSH HOLDER: Must be cleaned on top & bottom. TOILET PAPER HOLDER-*DO NOT LEAVE TOILET PAPER ON ROLL OR BEHIND* Wipe holder.

SHOWER CURTAIN: Must be removed, along with shower rings.

HEAT REGISTERS: Must be cleaned.

TOWEL RACKS: Must be wiped off.

SHOWER DOORS: Must be cleaned inside and out, including the tracks and top header.

BASEBOARDS: Must be cleaned off.

GENERAL:

LAWNS: (where applicable) Lawn areas must be mowed, and shrubbery maintained. Weeds must be removed from flower areas and from around homes and/or garages, walkways, etc.

MATTRESS: (where applicable) If you purchased a mattress through the landlord, you are responsible for the removal of the mattress, or additional fees will apply.

CARPETS: Must be thoroughly vacuumed and all debris picked up from the floor. We will contract OUR professionals to have the carpets professionally cleaned. Please do not go through the expense of hiring your own cleaner as we will not reimburse you if you choose to do this. The carpet cleaning charge will be deducted from the security deposit as it states in your lease agreement.

HARDWOOD FLOORS: Must be cleaned thoroughly.

BLINDS: Must be taken down and washed with soap and water and dried then re-hung. Please make sure soap streaks are gone. (Instead of cleaning the blinds, it may be cheaper to replace them).

DINING ROOM LIGHTS: Must be cleaned, no streaks.

RAILINGS: Must be cleaned.

WINDOWS: Cleaned inside and outside (where applicable) with no streaks, windowsills & tracks must also be cleaned. Some windows can be removed from inside the apartment for easier cleaning in the upper floors.

FURNITURE: Must be dusted and shining. All the furniture that you rented must be in your apartment. Do not forget to lift the cushions on your sofa and/or loveseat and vacuum under there.

UPHOLSTRY CLEANING: All couches and love seats should be cleaned under all the cushions. If there are any stains/marks on the couches/love seats, we will have the upholstery professionally steam cleaned & the amount will be deducted from your refund.

SLIDING GLASS DOOR TRACKS: Should be cleaned of debris and scrubbed.

BALCONIES & PORCHES: (both front & back)-Must be cleared of debris and swept.

FURNACE ROOMS: Must be completely empty, swept and scrubbed, if tile.

SMOKE DETECTORS: Must be hung in designated area and working properly. (Contact Maintenance if batteries need replaced or the detector is not working).

COBWEBS: Must be swept down.

FOYERS: Lights and door windows must be cleaned, and floors swept and scrubbed.

LIGHT SHADES: Must be taken down, washed, and put back up.

SCREENS: Must be present on the windows.

CLOSETS: All items must be removed, floors, doors, and tracks cleaned along with shelving units.

LIGHT SWITCHES AND OUTLET COVERS: Must be wiped clean.

WALLS AND CEILINGS: Should be washed clean of spills, finger marks, bike tire marks, and any other marks. These are not considered normal wear and tear. We recommend using Mr. Clean magic erasers.

BASEBOARDS: Should be dusted at the minimum but scrubbed if necessary.

VENTS: May be in the wall or ceilings in the kitchen or baths. These should be taken down and cleaned thoroughly.

CLEANING SUGGESTIONS:

When you are done cleaning the oven, turn it on for a few minutes. If it dries with a white residue left, take a clean wet cloth, and wipe it clean. When you are done in the bathroom, look at the ceramic tile by the tub to see if the soap scum is completely gone. Also, look at the soap dish and toothbrush holder this way to make sure the bottoms of these are clean. Check the bathroom to make sure that all hair is gone. When you are finished in the kitchen, look at the ceramic tile at an angle to check for any grease spots that may have been missed. Also, do not forget to check the bottom and edges of the range hood for leftover grease. Do not forget the closets. These must be cleaned, swept, and scrubbed.

Please remember the items that take the most amount of time to clean tend to be the oven, refrigerator, and the bathtub. These items can take up to three hours each of cleaning, depending on the severity of the job.

When you are finished cleaning your apartment and are ready to check out, this is the proper procedure:

1. Come to the leasing office.
2. Pay all rent and any delinquent charges.
3. Our office will have you fill out a "Surrender of Possession Form" which means we will need to know if the apartment is COMPLETELY vacant and ready for inspection. At this time, you will return all apartment and mail keys to The Apartment Store.
4. On the "Surrender of Possession" form we will ask for a forwarding address to send the security deposit to.
5. The Security Deposit is refunded in separate but equal refunds to each person on the lease.
6. Contact the post office to change your mailing address or to have your mail forwarded. You may also complete a form at www.usps.com.
7. If there are any cable or internet services in your name, do not forget to call to cancel services and return any rented equipment. If there are gas or electric services in your name, DO NOT cancel these services. Please remember you are responsible for these utilities until the end of your lease term. At that time, please have these utility accounts placed back in The Apartment Store's name.
8. IF ALL APARTMENT KEYS (INCLUDING MAIN DOOR, BEDROOM DOOR, MAILBOX, FOBS, SWIPE CARDS, ETC.) ARE NOT RETURNED AND/OR RECEIVED BY 12:00 PM ON THE TERMINATION DATE OF YOUR LEASE, YOU WILL BE CHARGED FOR A LOCK CHANGE.

9. If you turn your keys in when the office is closed, please enclose keys, and a forwarding address, and a statement letting us know the apartment is vacant and ready for inspection. The envelope can then be placed in our drop slot which is located on the main entrance door.

10. Your security deposit will be returned within 30 days from the termination date of your lease. Included will be an itemized list if there are any damages and any other deductions.

Please remember if there are any outstanding charges on the account such as late fees, rent, utility bills they will be deducted from the deposit. Due to issues in the past, The Apartment Store will have the carpets cleaned and this will be deducted from the deposit. Our contractors charge anywhere from \$49.00-\$59.00 per hour per person for general cleaning.

PARKING REMINDER DURING MOVE OUT:

IF YOU DO NOT HAVE A VALID PARKING PERMIT FOR OUR PROPERTIES, PLEASE MAKE SURE YOU STOP BY OUR OFFICE AND PURCHASE A PARKING PASS FOR \$5.00 PER DAY, CHECK OR MONEY ORDER ONLY. OUR PARKING LOTS ARE MONITORED 24 HOURS A DAY/ 7 DAYS A WEEK. IF YOU DO NOT HAVE A VALID PARKING PASS, YOUR VEHICLE WILL BE TOWED.

We thank you for your cooperation and we trust your stay with us has been a pleasant one.

Best of luck to you in the future!